

Annex 17-X5, Multi-Agency Resource Center Support

Primary Agency: Illinois Emergency Management Agency (IEMA)

Support Agencies: American Red Cross (Red Cross)
Illinois Deaf and Hard of Hearing Commission (IDHHC)
Illinois Department of Children and Family Services (DCFS)
Illinois Department of Employment Security (IDES)
Illinois Department of Human Services (IDHS)
Illinois Department of Insurance (IDOI)
Illinois Department of Public Health (IDPH)
Illinois Department of Revenue (IDOR)
Illinois Department on Aging (IDoA)
Illinois Office of the Attorney General (OAG)
Illinois Secretary of State (SOS)
Illinois State Board of Education (ISBE)

Other Organizations: Illinois Voluntary Organizations Active in Disaster (VOAD)

I. Introduction

A. Purpose

1. Provide operational guidance and coordination processes for state support of Multi-Agency Resource Centers (MARC).

B. Scope

1. For the purposes of this annex, a MARC is defined as a method to deliver services to individuals and families affected by an emergency or disaster by bringing together multiple service providers in a single location.
2. This annex is applicable to state agencies, organizations and community partners supporting and/or participating in MARCs.
3. This appendix does not address the following:
 - a) Feeding operations that may be co-located with MARCs, found in IEOP Annex 7-X2, Feeding Support.
 - b) Emergency relief supply distribution operations that may be co-located with MARCs, found in IEOP Annex 7-X3, Bulk Distribution Support.
 - c) Reunification operations that may be co-located with MARCs, found in IEOP Annex 7-X4, Reunification Support.
 - d) Logistical needs associated with supporting MARCs, found in IEOP 9, Resource Management.

- e) Unsolicited donations and event-based volunteers, found in IEOP Annex 21, Volunteer and Donations Management.
- f) Specific levels of assistance offered by agencies or organizations supporting MARCs.

C. Policy

1. Procedures for utilization, control and use will incorporate and/or consider operational priorities that include, but are not limited to, the protection of life safety, critical infrastructure and the environment.
2. All services will be provided without discrimination in accordance with local, state and federal laws.
3. The governor or designee will authorize and direct the use of state resources to provide support and assistance to MARC operations after consideration of both priority of need and cost.
4. Functional Needs Support Services (FNSS), defined as services that enable individuals to maintain their independence, will be integrated throughout all aspects of MARC operations. FNSS includes the following:
 - a) reasonable modification to policies, practices and procedures
 - b) durable medical equipment
 - c) consumable medical supplies
 - d) personal assistance services
 - e) other goods and services as needed
5. Service animals will be permitted to accompany their owners in all areas where the public is normally allowed to go throughout all aspects of MARC operations.
6. State support of MARC operations will be prioritized against resource availability and capability.
7. A lead agency or organization will be selected by community partners to convene a MARC, coordinate overall planning and operations, and ensure necessary MARC functions and tasks are fulfilled.

D. Situation Overview

1. An emergency or disaster has occurred resulting in populations requiring assistance.

2. The Authority Having Jurisdiction (AHJ) or MARC lead agency has requested state support of MARC operations.

E. Assumptions

1. MARC planning has taken place and an operational timeline has been determined by community partners.
2. Voluntary agencies, local governments, state agencies and community partners will collaborate to assist disaster-affected individuals and families in their recovery.
3. Pre-planning for MARC operations has occurred between AHJs and community partners to varying degrees.
4. Participating MARC agencies will adhere to an agreed upon MARC Code of Conduct.
5. A community needs assessment will support MARC planning and agency participation.
6. The MARC is configured in such a manner that clients receive assistance while maintaining confidentiality and dignity.
7. A verification system is established to identify those who have been affected by the disaster.
8. When multiple MARCs and/or a Federal Emergency Management Agency Disaster Recovery Center are operating simultaneously, coordination will occur between the respective centers.
9. A MARC will be opened when the complexity and size of the disaster indicates the impacted community will benefit from centrally-located services for the affected population.
10. Local AHJs requesting MARCs will have varying degrees of understanding of MARC operations.

II. Concept of Operations

A. General

1. The process for requesting a MARC may be initiated by the following:
 - a) community or voluntary organizations,
 - b) local AHJs, or
 - c) state agencies.
2. The need to implement a MARC will be collaboratively decided by community partners.

3. State support of a MARC will be determined by IEMA in collaboration with the Red Cross and the MARC lead agency.
4. State agency support of a MARC will in most cases require three business days' notice.
5. The decision to implement a MARC will involve several considerations based on the event type and context. These considerations are outlined in the MARC Planning Resource.
6. The lead agency for a MARC will have overall responsibility for operations at that MARC.
7. Site selection for the MARC involves several considerations to ensure that the location and facility can adequately meet the needs of both clients and participating agencies, outlined in the MARC Planning Resource.
8. A number of services provided through a MARC will be dependent on the level of damage to an individual's home.
 - a) This damage will be assessed and verified before the MARC is opened, when possible. Verification methods include the following:
 - 1) The Coordinated Assistance Network (CAN)
 - 2) Federal Emergency Management Agency (FEMA) maps
 - 3) American Red Cross physical or digital damage assessment data
 - 4) IEMA damage assessment
 - b) When information on the level of damage to an affected individual's home is unavailable, an individual damage assessment will be conducted.

B. Reporting Requirements

1. Service data reported will include, at a minimum, the following:
 - a) Number of clients served
 - b) Types of service provided
 - c) Demographics of persons served
 - d) Identified unmet needs

2. Lead agencies will collect the overall service numbers, as well as service data from community and voluntary agencies.
3. State agencies will collect service data from agency representatives and partner organizations.
4. Service data will be reported to the State Emergency Operations Center (SEOC) on a daily basis through SEOC liaison officers (LNOs).
5. Service data reported to the SEOC will be included in the SEOC common operating picture.

C. Organization

1. Direction, Coordination and Control

- a) The lead organization convenes the MARC, coordinates overall planning and operations, and ensures necessary MARC functions and tasks are fulfilled.
 - 1) Organizations serving in the MARC lead agency role will fulfill all associated responsibilities identified in the MARC Planning Resource, including fiscal and liability responsibilities, either directly or through delegation and coordination.
- b) Partner agencies are governmental, nongovernmental or private sector organizations that provide representatives to the MARC and can fulfill all associated responsibilities identified in the MARC Planning Resource.
 - 1) The National Voluntary Organizations Active in Disaster Points of Consensus outlines a common service delivery approach for partner agencies.

2. Federal Coordination

- a) A MARC, multiple MARCs, a Disaster Recovery Center (DRC), and/or multiple DRCs may be operating simultaneously.
- b) MARC leadership will maintain communication channels with FEMA's DRC or Joint Information Center.

A. Resource and Logistical Support Requirements

- 1) Resources and logistics support necessary to implement and sustain communications capabilities will be provided through processes established in Annex 9, Resource Management of the IEOP.
- 2) Shortfalls and/or gaps identified in the short, intermediate and long-term will be addressed through processes established in the IEOP.

- 3) Responding organizations will provide initial capabilities and logistics support in accordance with the internal procedures and policies of the AHJ.
- 4) Additional resource and logistics support may be provided through implementation of the Emergency Management Assistance Compact, FEMA, and/or private sector support.

II. Roles and Responsibilities

A. Illinois Emergency Management Agency (IEMA)

- ___ 1) Coordinate state agency support to, and participation in, MARC operations.
- ___ 2) Provide staff and support to MARC operations in order to facilitate the following:
 - ___ a) Coordination with ongoing damage assessment operations and
 - ___ b) Coordination of local AHJ support of MARC operations.
- ___ 3) Coordinate communications and logistical support including, but not limited to, the following:
 - ___ a) Disaster intelligence support,
 - ___ b) Public information, and
 - ___ c) Safety inspection of MARC facilities.
- ___ 4) Compile, analyze, track, record and disseminate service provision statistics to the SEOC.
- ___ 5) Coordinate and disseminate public information, crisis communications, educational messaging with SEOC Public Information Officer (PIO) and MARC lead agency PIO as appropriate.

B. American Red Cross (Red Cross)

- ___ 1) Coordinate with local and state stakeholders to determine the necessity of a MARC(s).
- ___ 2) Lead and coordinate the planning process for potential MARC operations.
- ___ 3) Facilitate selection of a lead agency for individual MARCs.
- ___ 4) If the Red Cross is identified as the MARC lead agency:

- ☐ a) Coordinate state support to MARC operations with SEOC manager.
 - ☐ b) Coordinate reporting of service provision statistics to the SEOC.
- C. Illinois Deaf and Hard of Hearing Commission (IDHHC)
 - ☐ 1) Coordinate the identification of interpreters and translators.
 - ☐ 2) Identify deaf and hard of hearing populations in affected areas.
 - ☐ 3) Provide field operations guidelines for communication with deaf and hard of hearing individuals.
 - ☐ 4) Coordinate notification, activation and deployment of interpreters and translators with support agencies as directed by the SEOC manager.
 - ☐ 5) Provide service provision statistics to the SEOC manager.
 - ☐ 6) Monitor and advise the SEOC on sustainment requirements for interpreter and translator services.
- D. Illinois Department of Children and Family Services (DCFS)
 - ☐ 1) Identify service population demographics within affected areas.
 - ☐ 2) Provide staff and support to MARC operations in order to facilitate the following:
 - ☐ a) Resumption of child care services
 - ☐ b) Information on support to youth in care.
 - ☐ 3) Provide service provision statistics to the SEOC manager.
 - ☐ 4) Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.
- E. Illinois Department of Employment Security (IDES)
 - ☐ 1) Provide staff and support to MARC operations in order to facilitate assistance with unemployment claims.
 - ☐ 2) Coordinate reporting of service provision statistics to the SEOC.
 - ☐ 3) Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.
 - ☐ 4) Identify applicable employment service programs.
- F. Illinois Department of Human Services (IDHS)

- ___ 1) Identify service population demographics within affected areas.
- ___ 2) Provide staff and support to MARC operations in order to facilitate the following:
 - ___ a) Childcare referrals through local providers,
 - ___ b) Supplemental Nutritional Assistance Program replacement,
 - ___ c) Case management for existing IDHS customers,
 - ___ d) Functional Needs Support Services, and
 - ___ e) Access to mental health and substance abuse programs.
- ___ 3) Provide service provision statistics to the SEOC manager.
- ___ 4) Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

G. Illinois Department of Insurance (IDOI)

- ___ 1) Provide staff and support to MARC operations in order to facilitate the following:
 - ___ a) Coordination with insurance providers.
 - ___ b) Explanation of coverage and advocacy to insurance providers.
 - ___ c) Assistance with insurance coverage complaints.
- ___ 2) Provide service provision statistics to the SEOC manager.
- ___ 3) Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

H. Illinois Department of Public Health (IDPH)

- ___ 1) Coordinate with local health departments to provide staff and support to MARC operations in order to facilitate the following:
 - ___ a) Provision of health information related to the emergency or disaster,
 - ___ b) Case management support for essential public health services, and
 - ___ c) Provision of well water testing kits.
- ___ 2) Provide service provision statistics to the SEOC manager.

- ___ 3) Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

I. Illinois Department of Revenue (IDR)

- ___ 1) Provide staff and support to MARC operations in order to provide information on tax implications of the disaster
- ___ 2) Provide service provision statistics to the SEOC manager.
- ___ 3) Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

J. Illinois Department on Aging (IDoA)

- ___ 1) Identify service population demographics within the affected area.
- ___ 2) Provide staff and support to MARC operations in order to facilitate the following:
 - ___ a) Senior support services through local Area Agencies on Aging.
 - ___ b) Case management support.
- ___ 3) Provide service provision statistics to the SEOC manager.
- ___ 4) Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

K. Illinois Office of the Attorney General (OAG)

- ___ 1) Provide staff and support to MARC operations in order to facilitate consumer protection support regarding the following:
 - ___ a) Unregistered and unlicensed charities.
 - ___ b) Contractor fraud and illegal business practices.
- ___ 2) Provide service provision statistics to the SEOC manager.
- ___ 3) Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

L. Illinois Secretary of State (SOS)

- ___ 1) Provide staff and support to MARC operations in order to facilitate the following:
 - ___ a) State identification document replacement.
 - ___ b) Mobile home vehicle title replacement.

- ___ 2) Provide service provision statistics to the SEOC manager.
- ___ 3) Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

M. Illinois State Board of Education (ISBE)

- ___ 1) Coordinate with local school districts to provide staff and support to MARC operations in order to facilitate the following:
 - ___ a) Resumption of education services.
 - ___ b) Information on school nutrition programs.
- ___ 2) Provide service provision statistics to the SEOC manager.
- ___ 3) Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

N. Illinois Voluntary Organizations Active in Disaster (VOAD)

- ___ 1) Assist in determining the necessity of a MARC(s).
- ___ 2) Support the planning process for potential MARC operations.
- ___ 3) Identify, notify and coordinate local voluntary organization support of MARC operations.
- ___ 4) Support selection of a lead agency for individual MARCs.
- ___ 5) If a VOAD member agency other than Red Cross is identified as the MARC lead agency:
 - ___ c) Coordinate with the SEOC Voluntary Agency LNO for state support to MARC operations.
 - ___ d) Coordinate reporting of service provision statistics to the SEOC Voluntary Agency LNO.

III. Authorities and References

A. Authorities

- 1. American Red Cross, 36 USC §§300101-300111, re-codified 2007, Congressional Charter of the American National Red Cross.
- 2. Older Americans Act of 1965, as amended in 2006 (Public Law 109-365) and its related Regulations.

3. Illinois Administrative Code, Title 2: Governmental Organization, Chapter LXIII: Deaf and Hard of Hearing Commission, Part 3300 Rulemaking, Public Information and Organization.
4. Illinois Compiled Statutes 20 ILCS 2305, Department of Public Health Act. (Part 1), as amended.
5. Illinois Compiled Statutes, 105 ILCS 5, Article 1A, State Board of Education, as amended.
6. Illinois Compiled Statutes, 15 ILCS 205, Attorney General Act, as amended.
7. Illinois Compiled Statutes, 15 ILCS 305, Secretary of State Act, as amended.
8. Illinois Compiled Statutes, 20 ILCS 1005, Department of Employment Security, as amended.
9. Illinois Compiled Statutes, 20 ILCS 105, Illinois Act on the Aging, as amended.
10. Illinois Compiled Statutes, 20 ILCS 110, Civil Administrative Code of Illinois, (Department on Aging Law), as amended.
11. Illinois Compiled Statutes, 20 ILCS 1305, Department of Human Services Act, as amended.
12. Illinois Compiled Statutes, 20 ILCS 1405, Department of Insurance, as amended.
13. Illinois Compiled Statutes, 20 ILCS 1705, Mental Health and Developmental Disabilities Administrative Act, as amended.
14. Illinois Compiled Statutes, 20 ILCS 1710, Civil Administrative Code of Illinois. (Department of Human Services (Mental Health and Developmental Disabilities) Law), as amended.
15. Illinois Compiled Statutes, 20 ILCS 2310, Civil Administrative Code of Illinois. (Department of Public Health Powers and Duties Law), as amended.
16. Illinois Compiled Statutes, 20 ILCS 2330, Illinois Emergency Management Agency Act, as amended.
17. State of Illinois, Illinois Compiled Statutes, 20 ILCS 2505, Department of Revenue, as amended. (hyperlink provided at 20 ILCS 2505)
18. Illinois Compiled Statutes, 20 ILCS 3305, Illinois Emergency Management Agency Act, as amended.

19. Illinois Compiled Statutes, 20 ILCS 505, Children and Family Services Act, as amended.
20. Illinois Compiled Statutes, 20 ILCS 510, Civil Administrative Code of Illinois. (Department of Children and Family Services Powers Law), as amended.
21. Illinois Compiled Statutes, 775 ILCS 5, Illinois Human Rights Act, as amended.
22. United States Code of Federal Regulation, 28 C.F.R. 35, Title 28 Judicial Administration, Chapter I, Department Of Justice, Part 35, Nondiscrimination On The Basis Of Disability In State And Local Government Services, as amended.
23. United States Department of Education, Title 34 Education, Subtitle B, Regulations of the Offices of the Department of Education, Chapter I, Office for Civil Rights, Part 104, Nondiscrimination On the Basis of Handicap in Programs or Activities Receiving Federal Financial Assistance, as amended.
24. United States Department of Health and Human Services, 20 U.S.C. 1405; 29 U.S.C. 794; 42 U.S.C. 290dd-2; 21 U.S.C. 1174, Part 84, Nondiscrimination On The Basis Of Handicap In Programs Or Activities Receiving Federal Financial Assistance, as amended.
25. United States Department of Justice, 5 U.S.C. 301; 28 U.S.C. 509, 510; 42 U.S.C. 12134, Part 35 Nondiscrimination on the Basis of Disability in State and Local Government Services, as amended.

B. References and Resources

1. Multi-Agency Resource Center (MARC) Planning Resource, American Red Cross, Catholic Charities, The Salvation Army, most recent version.